

**From:** operation <[operation@msctrustgate.com](mailto:operation@msctrustgate.com)>  
**Sent:** Tuesday, February 20, 2024 4:52 PM  
**Subject:** Urgent Network Maintenance

***Private and Confidential***

Dear Valued Customer,

Please be informed that there is Urgent Network Maintenance on 24 February 2024

|                                |  |
|--------------------------------|--|
| <b>Start date</b>              | 24 February 2024 (Saturday)  |
| <b>End date</b>                | 24 February 2024 (Saturday)  |
| <b>Time</b>                    | 00:01:00 AM - 02:00:00 AM GMT +8                                   |
| <b>Maintenance Window</b>      | 30 Minutes.  |
| <b>Service Impact</b>          | Network will be interrupted up to 30 minutes of maintenance window |
| <b>Description of activity</b> | Access switch replacement due to physical switch issue             |

If you have any query or experience any difficulty subsequent to the performance of the aforesaid activity, please contact our technical standby at [tech-standby@msctrustgate.com](mailto:tech-standby@msctrustgate.com)  
We seek your understanding and apologies for any inconvenience caused for the above matter.

Best regards,



**ICT & CA Operation**

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